

VI. GUIDELINES FOR USING THE UNIFORMED SERVICES UNIVERSITY iLEARNING MANAGEMENT SYSTEM AND INTRANET

The Uniformed Services University iLearning Management System and Intranet supports the USU's Graduate School of Nursing, School of Medicine, University Departments and associated military medical programs. Access to the system is restricted to users with accounts. The site can be accessed at <https://learning.usuhs.edu/xsl-portal>

GUIDING PRINCIPLES

The following guidelines shall apply to all courses, modules and programs with a web-based education learning component:

- Web based teaching and learning environments may include correspondence, audio, video, or computer technologies. This policy shall apply to all credit-bearing courses, modules and programs offered using some form of web based education within the GSN*
- While the GSN prizes academic freedom and wishes to encourage innovation in instruction, the faculty also has a collective responsibility to ensure the academic quality, consistency and integrity of the GSN courses, modules and programs. This responsibility extends to those courses, modules and programs offered through web based teaching and learning modalities*
- Faculty and students have a right to know about and be oriented to the modes of delivery and technological requirements of courses, modules and programs offered by the GSN. Students shall have access to this information before enrolling in any GSN offering*
- Web based teaching and learning courses, modules and program offerings shall be consistent with the educational mission of the USU and GSN*
- Each web-based offering shall provide the opportunity for substantive, relevant and timely interaction between faculty and students as well as among students*
- Students learning in a web-based environment shall have adequate access to library resources*
- The USU and GSN shall offer appropriate training and support services to faculty who teach in a web based environment*

CURRICULUM AND INSTRUCTION

In the curricular review process, faculty teaching web based courses, modules and programs shall demonstrate that they provide the opportunity for substantive, relevant and timely interaction between faculty and students and among students.

Collectively, faculty assume responsibility for and oversight of web based offerings, ensuring the rigor of the courses, modules and programs and the quality of instruction. This oversight includes:

- Ensuring that the technology used suits the nature and objectives of the web based offering
- Ensuring the currency of web based offering
- Ensuring the integrity of student work and the credibility of the degrees and credits the USU and GSN awards. Faculty members are responsible to ensure that reasonable safeguards are in place to prevent academic dishonesty

EVALUATION AND ASSESSMENT

- The method of delivery for new courses, modules and programs shall become part of each curriculum proposal, to be reviewed under the normal curricular process
- Any significant change in the method of delivery for existing courses or programs shall be submitted as a course change proposal, to be reviewed by the Curriculum Committee
- All courses shall be evaluated using standard evaluation assessments of student learning outcomes, student retention, and student satisfaction. This process shall be used to assure the conformity of web based teaching and learning environment courses, modules and programs to prevailing quality standards in the field of web based teaching and learning environment.

LIBRARY AND LEARNING RESOURCES

- Students shall have adequate access to and support in the use of appropriate library resources when geographically remote from the University
- Students shall have adequate access to laboratories, facilities, and equipment appropriate to the courses or programs when geographically remote from the University

ON-LINE COMPETENCIES

In order to demonstrate their ability to benefit from the advantages of an online learning system, students must demonstrate the following competencies:

- Access the online learning environment
 - Knowledge of basic computer functions: turning on/off, accessing/saving files, opening/closing applications, using the mouse, etc.
 - Use the appropriate browser to locate the online learning environment \
 - Enter the online learning environment via this url: <http://learning.usuhs.edu>
 - Enter the online learning environment with a pre-assigned user name and password, changing the password after the first login
- Document Handling

- *Locate, open and close a course document.*
- *Upload documents into the Digital Drop box and/or Assignment*
- *Open and use documents in the following formats:*
 - *Word*
 - *PowerPoint*
 - *Excel*
 - *PDF*
 - *Simple Text*
 - *HTML*
- *Print course requirements / documents as needed*
- **Communication**
 - *Post new threads or reply to existing threads in the discussion area*
 - *Receive and send email through the online learning email application*
 - *Attach files to emails*
 - *Use the built in Blog, Wiki or Chat functions efficiently as needed*
- **Gradebook**
 - *Take an online exam*
 - *Access the Gradebook to check grades*
- **Resources**
 - *Navigate to the LRC remote computer services site and register for remote access*
 - *Locate online learning assistance when needed*
- **System maintenance**
 - *Download, save and decompress files from web sites as needed*
 - *Install basic software such as online plug-ins or Windows updates and patches*

ONLINE LEARNING ETIQUETTE OR “NETIQUETTE”

General internet etiquette rules must be considered whenever communicating in an online environment. Persons talking with another in the hall or on the phone can change voice tone or rephrase a comment or change facial expression to add “expression” to the communication thus helping to promote accurate understanding.

Electronic communication does not offer these non-verbal cues to the recipient, so some communication rules or “netiquette” should be understood and practiced whenever communicating in an electronic media that does not include a “visual” component.

These rules apply when entering posts in a discussion area, a live chat room or when communicating via email with professors, other students or other individuals. Some general guidelines:

Protect patient privacy:

- *Adhere to existing patient confidentiality rules outlined in HIPAA and other government regulations and publications*

Consider your message and your intended non-verbal cues:

- *Think about the content and craft your message carefully prior to sending it*
- *If angry or upset about something, consider the following actions*
 - *Put off responding for 12-24 hours; count to 10 and then begin writing; write your email, put it in the "Drafts" folder and look at it again when in a calmer state of mind*
- *Make sure that the content is relevant to the recipient (do not forward junk email).*
- *Be polite. The message should be respectful, friendly, and make the writer seem approachable. Read/re-write the message if necessary to get the "tone" right.*
- *Maintain professionalism when communicating with professors and senior ranking officers*
- *Use humor and irony sparingly*
- *Be careful with the use of "emoticons" :-) :- (. They may be appropriate with friends, colleagues, but should not be used when corresponding with professionals or casual acquaintances*
- *Use respect and proper military courtesy and titles when corresponding with senior officers or civilian faculty/ instructors, (i.e. ma'am, sir, v/r or r/)*

Get to the point

- *Keep messages concise and to the point. Some people receive hundreds of e-mail messages a day; the last thing they want to see is a long email*
- *Set the character limit to 80 characters per line to avoid a "never ending run on" email*

Be careful with Punctuation!!!:))))

- *Do not use excessive punctuation. Emphasize the importance in the text, not in the punctuation*
- *DO NOT SHOUT AT PEOPLE with capital letters*
- *Consider using a *star* on either side of the word you want to stress*

Simple is better

- *Do not use fancy fonts, colors, backgrounds, etc. Many e-mail clients (and some servers) cannot / will not handle them*
- *Do not use text shorthand (will U plz send me applcatn?). This is not appropriate when communicating with peers, students, etc. via discussion boards, chat rooms or e-mail*

There is no such thing as email "Privacy"

- *There is no such thing as a private e-mail. With most e-mail systems, the e-mail administrator has the ability to read any and all e-mail messages*
- *E-mail software can become infected and your e-mail may get sent to someone else - what you thought was private is not private anymore*
- *Hackers can read your e-mail if they try hard enough. No form of security is one hundred percent hacker-proof*
- *Do not make personal remarks about third parties. Email messages can come back to haunt the writer of the email*
- *Do not post personal email addresses on web sites and other public parts of the Internet. If posted, get ready to be deluged with spam*

How to respond to an inflammatory message

- *Email writers get “flamed” when they send e-mails that cause the recipient to respond in an angry/hostile way - a verbal attack in electronic form*
- *How to respond?*
 - *Ignore it – the better option*
 - *Respond angrily – inciting a “flame war”*
 - *Have a non-electronic conversation to clear the air*
- *To prevent being “flamed”, do not:*
 - *Send an e-mail in all UPPER-CASE*
 - *Make a comment about grammar or punctuation*
 - *Send a mass-mailing*

Small, but important issues

- *Make sure the Subject line is relevant*
- *Include a signature to help the recipient understand who the email is from*
- *Make sure your signature block contains accurate information (ie. phone numbers)*
- *Be careful when “replying to all”. Be sure that the reply is meant for the whole list*
- *Delete trivial or irrelevant items before forwarding*
- *Inform original senders whenever possible prior to forwarding their message*
- *Attachments*
 - *May contain viruses, people may be reluctant to open them*
 - *Opening attachments slows the recipient down*
 - *Large attachments take a long time to open, again, slowing the recipient*
- *Do not forward chain letters or “make money fast” messages*
- *Do not send inappropriate email or attachments*
- *Do not mark messages as “urgent” if they are not*